

1743 Drummond Street
Eau Claire, Wisconsin 54701
December 12, 2005

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Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D>C> 20554

CG Docket No. 03-123

Dear Members of the Commission:

I am writing in regard to seeing that captioned telephone service becomes a permanent, full time service in all states in the United States.

I am very fortunate to live in the state of Wisconsin where the captioned telephone is my life line. The CapTel telephone is the most helpful device of any kind that I have ever used for making my telephone calls. I am a late deafened person who, in the past, depended on family, friends and even strangers to make even my most personal calls. I was one of the early users of the TTY's when they were introduced and was pleased when the relay service came about. It was a big help but it was often a slow process since the communication assistant needs to type in the words of the person at the other end of the conversation. Many people do not feel comfortable with relay calls.

Now that I have the captioned telephone--CapTel--I can make a phone call to anyone and everyone and at any time in the same way as a hearing person makes a call. It is amazingly helpful to me as well as to the person on the other end of the conversation.. I can make emergency calls for medical help, personal calls to family and friends, and business calls to any place a hearing person can make a call. I am so very thankful to have this technology for each and every call I need or wish to make and I have said many times that if I had to save one thing in an emergency, it would be my captioned telephone.

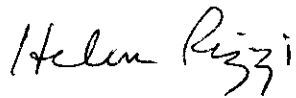
When others from states that at present do not have the captioned telephone service see how helpful a captioned telephone is, they are astounded! I wish that any one who can benefit from using this technology could have it available--no mater where they live. I know the quality of their lives would be so much greater if they had access to the captioned telephone service. It helps a hearing impaired person live a more independent life. It is the first thing I ask if I am a visitor in another state--does their state have captioned telephone service available. It is so important that any person in any state in the United States with a hearing loss can make or receive his or her own telephone call

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with the ease that the captioned telephone service provides. Mandating captioned telephone service in all states is a big first step and is greatly needed.

I am so thankful that the FCC is considering that this important service be required in every state in the United States.

Sincerely,

A handwritten signature in cursive script that reads "Helen Rizzi". The signature is written in dark ink and is positioned above the printed name.

Helen Rizzi